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New Mexico Motor Vehicle Division to Modernize Information Systems to Better Serve Customers

SANTA FE – State Taxation and Revenue Secretary Demesia Padilla today announced that the Motor Vehicle Division has entered into an agreement with Fast, a Colorado-based company, to modernize its information systems and to improve customer satisfaction.

“It’s time to replace our aging and obsolete MVD system that has been an impediment for us to streamline operations and meet the increasing demands of tech-savvy customers,” Padilla said. “This new system, known as *Tapestry*, will propel MVD into the next generation of operational efficiencies, improving overall customer satisfaction and reducing wait times in our field offices.”

MVD currently operates two parallel, but separate computer systems - one dealing with driver’s licenses and the other with vehicle registrations. A third system deals with registration of boats. These informational systems are not integrated, requiring MVD staff to access these programs separately thereby adding to longer customer transaction times.

“*Tapestry* will integrate both our driver’s licenses and vehicle registration systems into one integrated system by displaying all relevant information about an individual’s driving record history, vehicle registrations and citations on one screen,” Padilla said. “This ability to retrieve customer information quickly and easily will make our jobs a little easier, along with reducing transaction times for our customers.”

Tapestry will be implemented in two phases. First phase will replace MVD’s driver’s license system, followed by replacement of MVD’s vehicle registration system. The entire project is expected to be finished in the next three years at a cost of \$40 million.

“Governor Martinez and Secretary Padilla have envisioned an MVD that is highly-responsive to customer needs. *Tapestry* is a critical next step, along with MVD’s new online services, new website and new field office customer satisfaction tracking system,” said Mark Williams, MVD Director.

Some of the key features of *Tapestry* include:

- Displays all relevant customer information on a single screen. This includes driving record; citations and suspensions; vehicle, RVs and boat registrations; and compliance records.
- Auto fills fields based on a customer's driver's license number, thereby decreasing transaction processing by minimizing typing and requests for information from the customer.
- Automatically verifies customer addresses on the fly ensuring accuracy and validity.
- Works within a web-based browser - Internet Explorer - with no additional costs for special installs or software updates.
- Design follows the workflow, which greatly reduces the learning curve and lets the clerk focus on the customers' needs instead of on the needs of the application.
- System supports the creation of a self help E-portal where customers can conduct their business at their leisure.
- Built-in compliance gates to eliminate fraud, red flag possible criminal activity and ensure compliance requirements are being met.
- Records video of transactions in real time or recorded for learning opportunities, quality monitoring and fraud detection.
- Point and click, and tab friendly for fast navigation.
- Robust security built in.
- Extensive customer history makes it easier to answer customer questions
- Software checks data entered to ensure it is accurate
- Very stable platform-customers should not encounter "system down" when conducting business.

Fast has successfully implemented similar systems in Arkansas and Utah.

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